

TC_Suites :	Automated Test
TC_Name :	CreateIncident
TC_Result :	Fail

Step_1 : ServiceNowLoginPage

servicenowService Management

User name

Password

☒ Remember me

Login

About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights-out, light-speed' experience through our enterprise cloud - built to manage everything as a service. To find out how, visit [www.servicenow.com](#).

Step_2 : enterUserName

servicenowService Management

User name

admin

Password

☒ Remember me

Login

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Step_3 : enterPassword

servicenowService Management

User name

admin

Password

☒ Remember me

Login

About ServiceNow

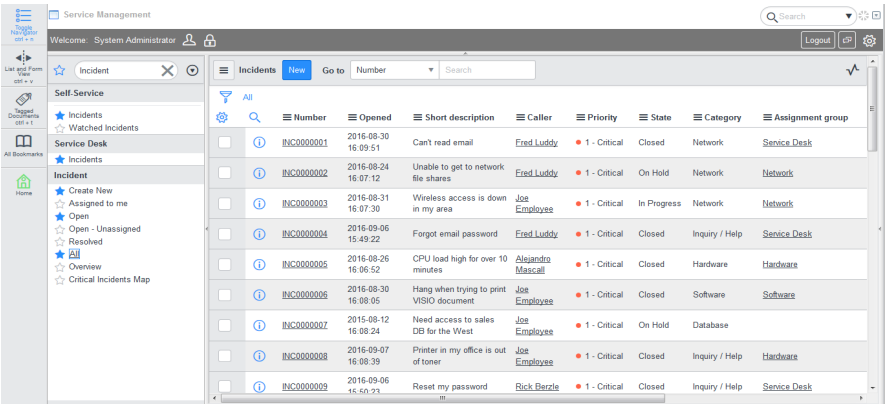
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Step_4 : clickOnSubmit

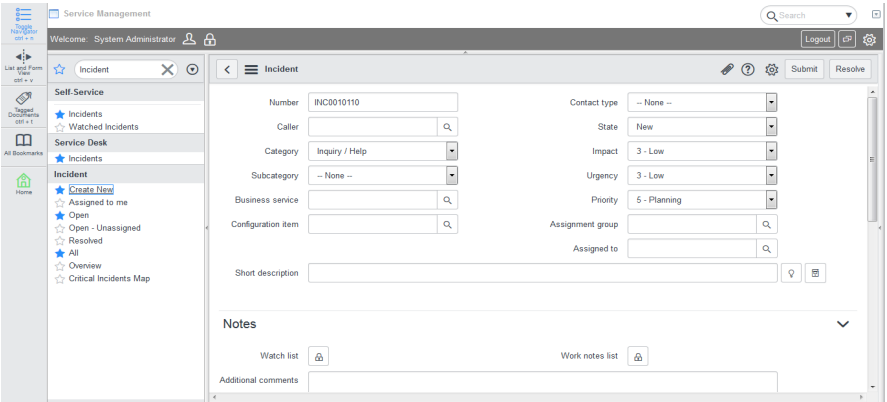
Step_5 : SearchIncident



Step_6 : ClickonIncident



Step_7 : Clickon Create NeW



Step_8 : enterCallerId

Step_9 : enterShortDescription

Service Management

Welcome - System Administrator

Logout

Incident

Incident

Self-Service

Incidents

Service Desk

Incident

Number

Caller

Category

Subcategory

Business service

Configuration item

Contact type

State

Impact

Urgency

Priority

Assignment group

Assigned to

Short description

Related Search Results

No results to display

Notes

Related Records

Closure Information

Service Management

Welcome - System Administrator

Logout

Incident

Incident

Self-Service

Incidents

Service Desk

Incident

Number

Caller

Category

Subcategory

Business service

Configuration item

Contact type

State

Impact

Urgency

Priority

Assignment group

Assigned to

Short description

Related Search Results

Searching...

Notes

Related Records

Closure Information

Step_10 : clickonSubmit

Service Management

Welcome - System Administrator

Logout

Incident

Incidents

Go to

Number

Search

All > Active = true

Number

Opened

Short description

Caller

Priority

State

Category

Assignment group

INC0000002

2016-08-24 16:07:12

Unable to get to network file shares

Fred Luddy

1 - Critical

On Hold

Network

Network

INC0000003

2016-08-31 16:07:30

Wireless access is down in my area

Joe Employee

1 - Critical

In Progress

Network

Network

INC0000007

2015-08-12 16:08:24

Need access to sales DB for the West

Joe Employee

1 - Critical

On Hold

Database

Database

INC0000015

2016-08-16 16:38:46

I can't launch my VPN client since the last software update

Fred Luddy

1 - Critical

In Progress

Software

Software

INC0000016

2016-08-11 16:40:23

Rain is leaking on main DNS Server

Bob Ruggeri

1 - Critical

In Progress

Hardware

Hardware

INC0000017

2015-08-12 16:41:00

How do I create a sub-folder

Joe Employee

1 - Critical

On Hold

Inquiry / Help

Service Desk

INC0000018

2016-08-17 16:42:46

Sales forecast spreadsheet is READ ONLY

Taylor Vreeland

1 - Critical

In Progress

INC0000019

2016-08-19 16:44:39

Can't launch 64-bit Windows 7 virtual

Fred Luddy

2 - High

In Progress

Software

Software